

Challenges for Change Progress Report

Agency of Human Services

Employment Workgroup – Creative Workforce Solutions

July 1, 2010

1. Outcomes and Measures

AHS employment services are provided across four departments and seven divisions. While the broad outcomes are similar, meaningful indicators of progress vary across populations and programs.

1.1. More AHS customers will be employed

Measure	<u>CWS overall measure:</u> Employment rate of customers served by Creative Workforce Solutions (CWS). <u>Partner measures:</u> Employment rate for individual partners will also be calculated using the measure defined and used historically by each partner program.
Current Value	<u>CWS overall measure:</u> not yet available; availability dependent on development of CWS data collection system and access to UI data across all AHS program populations. We expect both of these will be secured within a year or at most two. <u>Partner measures:</u> DVR rehab rate: 61% for FFY09 DBVI rehab rate: 69% for FFY09 CRT employment rate: 24% for FY09 DS employment rate: 36% for FY09 ReachUp work participation rate: 29.3% for FFY09 as calculated by ACF for all families (23.9% for two-parent families). Corrections employment rate: not available, will generate baseline statistic based on first implementation year ending on 6/30/2011.
Source	<u>CWS overall measure:</u> Vermont Department of Labor (VDOL) Unemployment Insurance (UI) quarterly earnings data for individuals recorded as receiving CWS individual services in CWS database (in development). <u>Partner measures:</u> DVR rehab rate: DVR RSA-911 database DBVI rehab rate: DBVI RSA-911 database CRT employment rate: DMH PIP reports based on VDOL UI data matched with DMH program data. DS employment rate: DDAS program data reported in DDAS Annual Program Report. ReachUp work participation rate: ESD program data. Corrections: Will use VDOL UI data and CWS client data or Corrections program data as available.
Update Frequency	Annually.
Alternative	No alternative needed. Data for these measures are available for most

segments of the AHS population served by CWS already, though no uniform measure across the entire population is yet available. This will happen as a data collection tool for CWS is phased in over time for partners, and if comprehensive access to UI data can be secured.

1.2. Wages will increase

Measure	CWS consumer earnings across programs as measured quarterly through VDOL UI data.
Current Value	Not available. Will generate baseline statistic based on first implementation year ending on 6/30/2011.
Source	Vermont Department of Labor (VDOL) Unemployment Insurance (UI) quarterly earnings data for individuals recorded as receiving CWS individual services in CWS database (in development).
Update Frequency	Annually.
Alternative	No alternative needed. See explanation for 1.1.

1.3. Employment retention will increase

Measure	CWS consumer employment retention across programs as measured through VDOL UI data.
Current Value	Not available. Will generate baseline statistic based on first implementation year ending on 6/30/2011.
Source	Vermont Department of Labor (VDOL) Unemployment Insurance (UI) quarterly earnings data for individuals recorded as receiving CWS individual services in CWS database (in development).
Update Frequency	Annually.
Alternative	No alternative needed. See explanation for 1.1.

1.4. Benefits utilization and recidivism will decrease

Measure	Measure is not expected to apply across all populations served by CWS. <u>Partner measure:</u> Cash benefit reductions—ReachUp, Supplemental Security Income (SSI), and General Assistance (GA)— resulting from employment for DVR, DBVI, Refugee Resettlement, and Corrections populations served by CWS. ReachUp consumer grants closed or reduced because of employment. Reduced recidivism (re-conviction) for Corrections and ReachUp consumers
Current Value	Not available. Will generate baseline statistic based on first implementation year ending on 6/30/2011.
Source	Public benefits participation and corrections re-offense data available through CSME data warehouse, matched with individuals recorded as receiving CWS individual services in CWS database (in development).
Update Frequency	Annually.
Alternative	No alternative needed. Although this measure is dependent on the availability of data in CSME that is not yet available, and on the CWS client tracking system, we anticipate that these will be available in due time.

1.5. **Cost per outcome will decrease**

Measure	Cost for initial placement and support. Cost for long and short term post placement support.
Current Value	Not available. The measure needs to be further defined as it relates specifically CWS employment services.
Source	To be developed. The CWS data collection system is a potential source, as well as partner financial data.
Update Frequency	Annually.
Alternative	No alternative needed at this point.

1.6. **Customer satisfaction will increase for employers, consumers and stakeholders**

Measure	<u>Employers</u> : Feedback through CWS coalitions and formal survey data. <u>Consumers</u> : Survey data as measured through the various departments/divisions. <u>Stakeholders</u> : CWS partner meetings.
Current Value	Not available. The measures needs to be further defined as it relates to CWS employment services.
Source	To be developed. DVR has survey instruments for consumers and employers that could provide a model for a formal survey process for CWS, but consultation with partners must occur before the instruments could be finalized.
Update Frequency	Annually initially, then every two or three years.
Alternative	No alternative needed.

2. **Reconciliation of activities proposed in 1st progress report**

No authorizing legislation needed.

3. **New approved activities since first progress report**

No newly approved activities to report.

4. **RFPs issued pursuant to Challenges legislation not previously reported or with change of status since last reported**

No RFPs to report.

5. **Inreach**

5.1. **Employee communication/involvement activities through report date.**

Date	Description
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June 2, 2010	An all-day training and team building event for Reach Up Team Leaders, VR Regional Managers, and Reach Up Community Partners including VDOL Regional Managers and VT Adult Learning Coordinators.
June 14, 2010	A two-hour VIT session to update all VR staff on Creative Workforce Solutions.
June 15, 2010	A three-hour VIT session to bring “local leadership teams” together—including all state employee and community partner program managers—to educate them on what CWS is and is not and to begin some team building to determine how they might support their local CWS Employment Teams.
June 29, 2010	An all-day training and team building session at the Statehouse for members of the twelve CWS Employment Teams. Teams include state employees and community partners doing employer outreach and job development in the twelve AHS district locations.
July 1, 2010	An MOU has been signed by the Secretary and Commissioners to define the conditions under which AHS entities agree to participate and support the work of CWS. The MOU creates a Governance Group with representatives across the four departments and seven divisions that do employment work.
July 1, 2010	Business Account Managers will be in place for each of the 12 AHS districts to lead the CWS employment teams and coordinate employer outreach by July 1, 2010. Training and team development will occur over the summer.

5.2. **Employee communication/involvement activities planned for next quarter.**

Date	Description
July 2010	VR will now receive all DCF ESD funding for employment services to DCF ESD customers. VR has developed sub-grant agreements with VDOL and VT Adult Learning to further coordinate employment activities through CWS. District targets will be established by August 1 st in the areas of work participation rates, closure for employment and countable activities with accountability shared across all partners.
September 2010	The unified grants for the Designated Agencies are on a three-month extension. VR has developed language reflecting the agencies' participation in CWS. In addition, VR has moved the funding for CRT supported employment programs to a “base plus performance” model.
November 2010	A meeting to bring local CWS leadership teams, local CWS employment teams and case managers from across the agency to assess how Creative Workforce Solutions is functioning—what is working and what is not. Results of meeting will lead to the development of an action plan.

6. **Outreach post legislative session**

6.1. **Stakeholder communication/involvement activities through report date**

Date	Description
Ongoing	CWS has a dual customer base—the job seeker and the employer. We are developing our employer data base that will be a source to conduct employer satisfaction surveys on a regular basis. Business Advisory Councils exist in about 6 AHS districts that will be expanded to include all CWS partners.

Local CWS employment teams have been and will continue to invite employers to speak with them and to take company tours. We plan to conduct job seeker satisfaction surveys at the end of the first year and every year thereafter using a third party vendor. Input will inform our strategic planning for CWS.

6.2. Stakeholder communication/involvement activities planned for next quarter

Date	Description
Ongoing	Impacted departments and divisions are all involved in the subgroups working on population specific strategies including Reach Up, DOC, CRT, DS, DCF youth, and General Assistance. Designated agency staff and Homeless and Runaway Youth staff are on the appropriate groups. Each of the sub-groups working on CWS implementation plans has identified a strong need for the job seekers voice at the table. We will be holding focus groups over the next six months for each identified population. We plan to have feedback cards available for job seekers as they receive CWS services.
July 2010	The existing CWS web site and marketing materials are being adapted from a VR initiative to reflect a much broader AHS initiative and will be available in early July 2010.
July 2010	A CWS database is being developed for launch in July 2010 to track all AHS program participants served by CWS. The database will identify types of services received and identifiers to enable CWS staff to draw demographic and outcome data from other administrative databases.
September 2010	Sharepoint software is being developed as a tool to track employer relationships across AHS and community partner employment staff and to promote communication and resource sharing among CWS team members. Ready for implementation on 9/1/10.

7. Board Appointments pursuant to Challenges legislation if applicable

Not applicable.

8. Legislative reports pursuant to Challenges legislation

Not applicable.